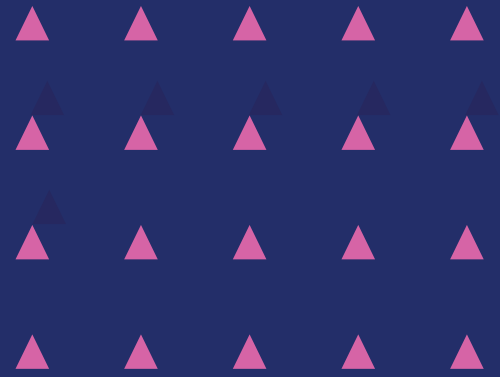


Applied Cloud Services[®]

Maintenance Schedule



With Applied Cloud Services, Applied manages all hardware upgrades, software updates and system testing in the Applied Cloud, so you can dedicate more time to insurance business instead of technology administration.

The following information regarding maintenance periods for Applied hosted applications is provided for planning purposes only and is subject to change at Applied Systems's sole discretion. There may be times that maintenance is scheduled outside of these windows to maintain the performance, reliability, security and stability of the Applied cloud infrastructure.

We ask that you plan your agency management system data maintenance activities outside of the preferred Applied Systems maintenance windows.

System Maintenance

System Maintenance is for sustaining the security, availability, and performance of the infrastructure supporting Applied Cloud Services. Whenever possible, and as maintenance is necessary, Applied will schedule system maintenance during the following preferred maintenance windows:

Saturday and Sunday: 12 to 6 a.m. CT

Monday through Friday: 12 to 4 a.m. CT

Release Maintenance

Release Maintenance is used for upgrading Applied services to the latest product version to deliver enhanced features and functionality.

Consult the [Release Calendar](#) in Applied Community for on-demand access to dates and times of upcoming Applied Epic releases.

Whenever possible, and as updates are released, Applied will schedule release maintenance during the following preferred maintenance windows:

Saturday and Sunday: 12 to 6 a.m. CT

If you have any questions about your scheduled system maintenance, please call Customer Support: 800.999.6512. As always, thank you for choosing Applied as your technology partner.

[Have Questions?](#)

[Call 800.999.6512](tel:800.999.6512)

[Visit appliedsystems.com](https://appliedsystems.com)